

**RESOLUTION NO. 2020-12**

**A RESOLUTION OF THE VILLAGE COUNCIL OF THE  
VILLAGE OF KEY BISCAYNE, FLORIDA, SELECTING  
REVIZE LLC FOR WEBSITE REDESIGN SERVICES, WEB  
HOSTING, SUPPORT AND MAINTENANCE; PROVIDING  
FOR AUTHORIZATION; AND PROVIDING FOR AN  
EFFECTIVE DATE.**

**WHEREAS**, the Village of Key Biscayne ("Village") issued Request for Proposal No. 2020-35 ("RFP") for professional services to redesign the Village's website, provide web hosting, as well as support and maintenance ("Services"); and

**WHEREAS**, on February 27, 2020, an Evaluation Committee appointed by the Village Manager evaluated and ranked proposals from various firms and ranked the proposal by Revize LLC ("Consultant") as the highest scoring proposal for the Services; and

**WHEREAS**, the Village Manager recommends that Consultant be selected to provide the Services; and

**WHEREAS**, the Village Council desires to select Consultant to provide the Services and authorize the Village Manager to execute an agreement with the Consultant for the Services consistent with the proposal attached hereto as Exhibit "A"; and

**WHEREAS**, the Village Council finds that this Resolution is in the best interest and welfare of the residents of the Village.

**NOW, THEREFORE, BE IT RESOLVED BY THE VILLAGE COUNCIL OF THE  
VILLAGE OF KEY BISCAYNE, FLORIDA, AS FOLLOWS:**

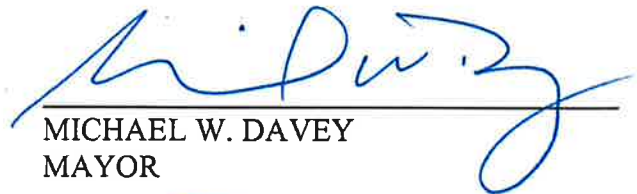
**Section 1.    Recitals.** That each of the above-stated recitals are hereby adopted, confirmed, and incorporated herein.

**Section 2.    Selection.** That the Village Council hereby selects the Consultant for the Services.

**Section 3.**     **Authorization.** That the Village Council hereby authorizes the Village Manager to execute an agreement with the Consultant consistent with the proposal attached hereto as Exhibit "A," subject to the Village Attorney's approval as to form, content, and legal sufficiency.

**Section 4.**     **Effective Date.** That this Resolution shall be effective immediately upon adoption.

PASSED and ADOPTED this 9<sup>th</sup> day of March, 2020.

  
MICHAEL W. DAVEY  
MAYOR

ATTEST:

  
CONCHITA H. ALVAREZ, MMC  
INTERIM VILLAGE CLERK



APPROVED AS TO FORM AND LEGAL SUFFICIENCY:

  
WEISS SEROTA HELFMAN COLE & BIERMAN, P.L.  
VILLAGE ATTORNEY

**PROFESSIONAL SERVICES AGREEMENT  
BETWEEN  
THE VILLAGE OF KEY BISCAYNE  
AND  
REVIZE LLC**

**THIS AGREEMENT** (this "Agreement") is made effective as of the 13th day of April, 2020 (the "Effective Date"), by and between the **VILLAGE OF KEY BISCAYNE, FLORIDA**, a Florida municipal corporation, (the "Village"), and **REVIZE LLC**, a Michigan Limited Liability Company (the "Consultant").

**WHEREAS**, on November 18, 2019, the Village issued Request for Proposal No. 2020-35 (the "RFP"), which is incorporated herein, in order to obtain proposals for a redesign of the Village's website, web hosting, and maintenance services (the "Services," as defined further below); and

**WHEREAS**, the Consultant responded to the RFP with a proposal dated February 4, 2020 (the "Proposal") for the Services which Proposal is attached hereto as Exhibit "A"; and

**WHEREAS**, on March 9, 2020, the Village Council adopted Resolution No. 2020-12 selecting the Consultant to provide the Services on behalf of the Village; and

**WHEREAS**, the Consultant will perform services on behalf of the Village, all as further set forth in the Proposal and the Sales Agreement dated March 10, 2020 attached hereto as Exhibit "B"; and

**WHEREAS**, the Consultant and Village, through mutual negotiation, have agreed upon a fee for the Services; and

**WHEREAS**, the Village desires to engage the Consultant to perform the Services and provide the deliverables as specified below.

**NOW, THEREFORE**, in consideration of the mutual covenants and conditions contained herein, the Consultant and the Village agree as follows:

**1. Scope of Services.**

1.1. Consultant shall provide the Services set forth in the Proposal attached hereto as Exhibit "A" and the Sales Agreement attached hereto as Exhibit "B," which are incorporated herein by reference (the "Services").

1.2. Consultant shall furnish all reports, documents, and information obtained pursuant to this Agreement, and recommendations during the term of this Agreement (hereinafter "Deliverables") to the Village.

**2. Term/Commencement Date.**

2.1. The term of this Agreement shall be from the Effective Date through one (1) year thereafter (the "Initial Term"), unless earlier terminated in accordance with Paragraph 8. Thereafter, the Village Manager may renew this Agreement on a yearly basis (each a "Renewal Year") on the same terms as set forth herein upon written notice to the Consultant.

2.2. Consultant agrees that time is of the essence and Consultant shall complete the Services within the term of this Agreement, unless extended by the Village Manager.

**3. Compensation and Payment.**

3.1. Compensation for Services provided by Consultant during the Initial Term shall not exceed \$49,500 in accordance with the Sales Agreement attached hereto as Exhibit "B." Compensation for Services during a Renewal Year shall not exceed \$5,900 per year in accordance with the Sales Agreement attached hereto as Exhibit "B." Compensation for Services after the fourth Renewal Year (if exercised) shall not increase more than 3% from the prior year's compensation. Should Consultant intend to increase the compensation for Services after the fourth Renewal Year, Consultant must notify the Village in writing at least sixty (60) days prior to the expiration of the then-current Term.

3.2. Consultant shall deliver an invoice to Village no more often than once per month detailing Services completed and the amount due to Consultant under this Agreement. Fees shall be paid in arrears each month, pursuant to Consultant's invoice, which shall be based upon the percentage of work completed for each task invoiced in accordance with the Sales Agreement attached hereto as Exhibit "B." The Village shall pay the Consultant in accordance with the Florida Prompt Payment Act after approval and acceptance of the Services by the Village Manager.

3.3. Contractor's invoices must contain the following information for prompt payment:

3.3.1. Name and address of the Consultant;

3.3.2. Purchase Order number;

3.3.3. Contract number;

3.3.4. Date of invoice;

3.3.5. Invoice number (Invoice numbers cannot be repeated. Repeated invoice numbers will be rejected);

3.3.6. Name and type of Services;

3.3.7. Timeframe covered by the invoice; and

3.3.8. Total value of invoice.

Failure to include the above information will result in the delay of payment or rejection of the invoice. All invoices must be submitted electronically to [payables@keybiscayne.fl.gov](mailto:payables@keybiscayne.fl.gov).

- 3.4. In the event this Agreement is terminated pursuant to Paragraph 8, Consultant shall return a pro-rated amount of payments made by the Village for Services that have not been performed or rendered within seven (7) days of written notice of termination.

**4. Subconsultants.**

- 4.1. The Consultant shall be responsible for all payments to any subconsultants and shall maintain responsibility for all work related to the Services.
- 4.2. Consultant may only utilize the services of a particular subconsultant with the prior written approval of the Village Manager, which approval may be granted or withheld in the Village Manager's sole and absolute discretion.

**5. Village's Responsibilities.**

- 5.1. Village shall make available any maps, plans, existing studies, reports, staff and representatives, and other data pertinent to the Services and in possession of the Village, and provide criteria requested by Consultant to assist Consultant in performing the Services.
- 5.2. Upon Consultant's request, Village shall reasonably cooperate in arranging access to public information that may be required for Consultant to perform the Services.

**6. Consultant's Responsibilities; Representations and Warranties.**

- 6.1. The Consultant shall exercise the same degree of care, skill and diligence in the performance of the Services as is ordinarily provided by a consultant under similar circumstances. If at any time during the term of this Agreement or within two (2) years from the completion of this Agreement, it is determined that the Consultant's Deliverables or Services are incorrect, not properly rendered, defective, or fail to conform to Village requests, the Consultant shall at Consultant's sole expense, immediately correct its Deliverables or Services.
- 6.2. The Consultant hereby warrants and represents that at all times during the term of this Agreement it shall maintain in good standing all required licenses, certifications and permits required under Federal, State and local laws applicable to and necessary to perform the Services for Village as an independent contractor of the Village. Consultant further warrants and represents that it has the required knowledge, expertise, and experience to perform the Services and carry out its obligations under this Agreement in a professional and first class manner.
- 6.3. The Consultant represents that is an entity validly existing and in good standing under the laws of Florida. The execution, delivery and performance of this Agreement by Consultant have been duly authorized, and this Agreement is binding on Consultant and

enforceable against Consultant in accordance with its terms. No consent of any other person or entity to such execution, delivery and performance is required.

**7. Conflict of Interest.**

7.1. To avoid any conflict of interest or any appearance thereof, Consultant shall not, for the term of this Agreement, provide any consulting services to any private sector entities (developers, corporations, real estate investors, etc.), with any current, or foreseeable, adversarial issues in the Village.

**8. Termination.**

8.1. The Village Manager, without cause, may terminate this Agreement upon five (5) calendar days' written notice to the Consultant, or immediately with cause.

8.2. Upon receipt of the Village's written notice of termination, Consultant shall immediately stop work on the project unless directed otherwise by the Village Manager.

8.3. In the event of termination by the Village, the Consultant shall be paid for all work accepted by the Village Manager up to the date of termination, provided that the Consultant has first complied with the provisions of Paragraph 8.4.

8.4. The Consultant shall transfer all books, records, reports, working drafts, documents, maps, and data pertaining to the Services and the project to the Village, in a hard copy and electronic format within fourteen (14) days from the date of the written notice of termination or the date of expiration of this Agreement.

**9. Insurance.**

9.1. Consultant shall secure and maintain throughout the duration of this agreement insurance of such types and in such amounts not less than those specified below as satisfactory to Village, naming the Village as an Additional Insured, underwritten by a firm rated A-X or better by A.M. Best and qualified to do business in the State of Florida. The insurance coverage shall be primary insurance with respect to the Village, its officials, employees, agents, and volunteers naming the Village as additional insured. Any insurance maintained by the Village shall be in excess of the Consultant's insurance and shall not contribute to the Consultant's insurance. The insurance coverages shall include at a minimum the amounts set forth in this section and may be increased by the Village as it deems necessary or prudent.

9.1.1. Commercial General Liability coverage with limits of liability of not less than a \$1,000,000 per Occurrence combined single limit for Bodily Injury and Property Damage. This Liability Insurance shall also include Completed Operations and Product Liability coverages and eliminate the exclusion with respect to property under the care, custody and control of Consultant. The General Aggregate Liability limit and the Products/Completed Operations Liability Aggregate limit shall be in the amount of \$2,000,000 each.

9.1.2. Workers Compensation and Employer's Liability insurance, to apply for all employees for statutory limits as required by applicable State and Federal laws. The policy(ies) must include Employer's Liability with minimum limits of \$1,000,000.00 each accident. No employee, subcontractor or agent of the Consultant shall be allowed to provide Services pursuant to this Agreement who is not covered by Worker's Compensation insurance.

9.1.3. Business Automobile Liability with minimum limits of \$1,000,000 per occurrence, combined single limit for Bodily Injury and Property Damage. Coverage must be afforded on a form no more restrictive than the latest edition of the Business Automobile Liability policy, without restrictive endorsements, as filed by the Insurance Service Office, and must include Owned, Hired, and Non-Owned Vehicles.

9.1.4. Professional Liability Insurance in an amount of not less than One Million Dollars (\$1,000,000.00) per occurrence, single limit.

**9.2. Certificate of Insurance.** Certificates of Insurance shall be provided to the Village, reflecting the Village as an Additional Insured (except with respect to Professional Liability Insurance and Worker's Compensation Insurance), no later than ten (10) days after award of this Agreement and prior to the execution of this Agreement by Village and prior to commencing Services. Each certificate shall include no less than (30) thirty-day advance written notice to Village prior to cancellation, termination, or material alteration of said policies or insurance. The Consultant shall be responsible for assuring that the insurance certificates required by this Section remain in full force and effect for the duration of this Agreement, including any extensions or renewals that may be granted by the Village. The Certificates of Insurance shall not only name the types of policy(ies) provided, but also shall refer specifically to this Agreement and shall state that such insurance is as required by this Agreement. The Village reserves the right to inspect and return a certified copy of such policies, upon written request by the Village. If a policy is due to expire prior to the completion of the Services, renewal Certificates of Insurance shall be furnished thirty (30) calendar days prior to the date of their policy expiration. Each policy certificate shall be endorsed with a provision that not less than thirty (30) calendar days' written notice shall be provided to the Village before any policy or coverage is cancelled or restricted. Acceptance of the Certificate(s) is subject to approval of the Village.

**9.3. Additional Insured.** Except with respect to Professional Liability Insurance and Worker's Compensation Insurance, the Village is to be specifically included as an Additional Insured for the liability of the Village resulting from Services performed by or on behalf of the Consultant in performance of this Agreement. The Consultant's insurance, including that applicable to the Village as an Additional Insured, shall apply on a primary basis and any other insurance maintained by the Village shall be in excess of and shall not contribute to the Consultant's insurance. The Consultant's insurance shall contain a severability of interest provision providing that, except with respect to the total limits of liability, the insurance shall apply to each Insured or Additional Insured (for applicable policies) in the same manner as if separate policies had been issued to each.

**9.4. Deductibles.** All deductibles or self-insured retentions must be declared to and be reasonably approved by the Village. The Consultant shall be responsible for the payment of any deductible or self-insured retentions in the event of any claim.

**9.5.** The provisions of this section shall survive termination of this Agreement.

**10. Nondiscrimination.** During the term of this Agreement, Consultant shall not discriminate against any of its employees or applicants for employment because of their race, color, religion, sex, or national origin, and will abide by all Federal and State laws regarding nondiscrimination.

**11. Attorneys' Fees and Waiver of Jury Trial.**

**11.1.** In the event of any litigation arising out of this Agreement, the prevailing party shall be entitled to recover its attorneys' fees and costs, including the fees and expenses of any paralegals, law clerks and legal assistants, and including fees and expenses charged for representation at both the trial and appellate levels.

**11.2.** IN THE EVENT OF ANY LITIGATION ARISING OUT OF THIS AGREEMENT, EACH PARTY HEREBY KNOWINGLY, IRREVOCABLY, VOLUNTARILY AND INTENTIONALLY WAIVES ITS RIGHT TO TRIAL BY JURY.

**12. Indemnification.**

**12.1.** Consultant shall indemnify and hold harmless the Village, its officers, agents and employees, from and against any and all demands, claims, losses, suits, liabilities, causes of action, judgment or damages, arising from Consultant's performance or non-performance of any provision of this Agreement, including, but not limited to, liabilities arising from contracts between the Consultant and third parties made pursuant to this Agreement. Consultant shall reimburse the Village for all its expenses including reasonable attorneys' fees and costs incurred in and about the defense of any such claim or investigation and for any judgment or damages arising from Consultant's performance or non-performance of this Agreement.

**12.2.** Nothing herein is intended to serve as a waiver of sovereign immunity by the Village nor shall anything included herein be construed as consent to be sued by third parties in any matter arising out of this Agreement or any other contract. The Village is subject to section 768.28, Florida Statutes, as may be amended from time to time.

**12.3.** The provisions of this section shall survive termination of this Agreement.

**13. Notices/Authorized Representatives.** Any notices required by this Agreement shall be in writing and shall be deemed to have been properly given if transmitted by hand-delivery, by registered or certified mail with postage prepaid return receipt requested, or by a private postal service, addressed to the parties (or their successors) at the addresses listed on the signature page of this Agreement or such other address as the party may have designated by proper notice.



**14. Governing Law and Venue.** This Agreement shall be construed in accordance with and governed by the laws of the State of Florida. Venue for any proceedings arising out of this Agreement shall be proper exclusively in Miami-Dade County, Florida.

**15. Entire Agreement/Modification/Amendment.**

**15.1.** This writing contains the entire Agreement of the parties and supersedes any prior oral or written representations. No representations were made or relied upon by either party, other than those that are expressly set forth herein.

**15.2.** No agent, employee, or other representative of either party is empowered to modify or amend the terms of this Agreement, unless executed with the same formality as this document.

**16. Ownership and Access to Records and Audits.**

**16.1.** Consultant acknowledges that all inventions, innovations, improvements, developments, methods, designs, analyses, drawings, reports, compiled information, and all similar or related information (whether patentable or not) which relate to Services to the Village which are conceived, developed or made by Consultant during the term of this Agreement ("Work Product") belong to the Village. Consultant shall promptly disclose such Work Product to the Village and perform all actions reasonably requested by the Village (whether during or after the term of this Agreement) to establish and confirm such ownership (including, without limitation, assignments, powers of attorney and other instruments).

**16.2.** Consultant agrees to keep and maintain public records in Consultant's possession or control in connection with Consultant's performance under this Agreement. The Village Manager or her designee shall, during the term of this Agreement and for a period of three (3) years from the date of termination of this Agreement, have access to and the right to examine and audit any records of the Consultant involving transactions related to this Agreement. Consultant additionally agrees to comply specifically with the provisions of Section 119.0701, Florida Statutes. Consultant shall ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed, except as authorized by law, for the duration of the Agreement, and following completion of the Agreement until the records are transferred to the Village.

**16.3.** Upon request from the Village's custodian of public records, Consultant shall provide the Village with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided by Chapter 119, Florida Statutes, or as otherwise provided by law.

**16.4.** Unless otherwise provided by law, any and all records, including but not limited to reports, surveys, and other data and documents provided or created in connection with this Agreement are and shall remain the property of the Village.

**16.5.** Upon completion of this Agreement or in the event of termination by either party, any and all public records relating to the Agreement in the possession of the Consultant

shall be delivered by the Consultant to the Village Manager, at no cost to the Village, within seven (7) days. All such records stored electronically by Consultant shall be delivered to the Village in a format that is compatible with the Village's information technology systems. Once the public records have been delivered upon completion or termination of this Agreement, the Consultant shall destroy any and all duplicate public records that are exempt or confidential and exempt from public records disclosure requirements.

16.6. Any compensation due to Consultant shall be withheld until all records are received as provided herein.

16.7. Consultant's failure or refusal to comply with the provisions of this section shall result in the immediate termination of this Agreement by the Village.

16.8. **Notice Pursuant to Section 119.0701(2)(a), Florida Statutes.** IF THE CONSULTANT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONSULTANT'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS: Conchita H. Alvarez, MMC, 88 West McIntyre Street, Key Biscayne, FL 33149, 305-365-5506, [calvarez@keybiscayne.fl.gov](mailto:calvarez@keybiscayne.fl.gov).

17. **Nonassignability.** This Agreement shall not be assignable by Consultant unless such assignment is first approved by the Village Manager. The Village is relying upon the apparent qualifications and expertise of the Consultant, and such firm's familiarity with the Village's area, circumstances and desires.

18. **Severability.** If any term or provision of this Agreement shall to any extent be held invalid or unenforceable, the remainder of this Agreement shall not be affected thereby, and each remaining term and provision of this Agreement shall be valid and be enforceable to the fullest extent permitted by law.

19. **Independent Contractor.** The Consultant and its employees, volunteers and agents shall be and remain an independent contractor and not an agent or employee of the Village with respect to all of the acts and services performed by and under the terms of this Agreement. This Agreement shall not in any way be construed to create a partnership, association or any other kind of joint undertaking, enterprise or venture between the parties.

20. **Compliance with Laws.** The Consultant shall comply with all applicable laws, ordinances, rules, regulations, and lawful orders of public authorities in carrying out Services under this Agreement, and in particular shall obtain all required permits from all jurisdictional agencies to perform the Services under this Agreement at its own expense.

21. **Waiver.** The failure of either party to this Agreement to object to or to take affirmative action with respect to any conduct of the other which is in violation of the terms of this Agreement

shall not be construed as a waiver of the violation or breach, or of any future violation, breach or wrongful conduct.

22. **Survival of Provisions.** Any terms or conditions of either this Agreement that require acts beyond the date of the term of the Agreement, shall survive termination of the Agreement, shall remain in full force and effect unless and until the terms or conditions are completed and shall be fully enforceable by either party.
23. **Prohibition of Contingency Fees.** The Consultant warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for the Consultant, to solicit or secure this Agreement, and that it has not paid or agreed to pay any person(s), company, corporation, individual or firm, other than a bona fide employee working solely for the Consultant, any fee, commission, percentage, gift, or any other consideration, contingent upon or resulting from the award or making of this Agreement.
24. **Public Entity Crimes Affidavit.** Consultant shall comply with Section 287.133, Florida Statutes (Public Entity Crimes Statute), notification of which is hereby incorporated herein by reference, including execution of any required affidavit.
25. **Counterparts.** This Agreement may be executed in several counterparts, each of which shall be deemed an original and such counterparts shall constitute one and the same instrument.
26. **Conflicts.** In the event of a conflict between the terms of this Agreement, the RFP, and any exhibits or attachments hereto, the language of the documents will control in the following order:
  - 26.1. Agreement
  - 26.2. Exhibit B: Sales Agreement
  - 26.3. Exhibit A: Proposal
  - 26.4. RFP

**[Remainder of page intentionally left blank. Signature pages follow.]**



## **EXHIBITS**

The Scope of Services are those contained in the Proposal dated February 4, 2020 and the Sales Agreement dated March 10, 2020, attached hereto and incorporated herein by reference as Exhibits "A" and "B".

**revize.** The Government Website Experts

Response to

# Village of Key Biscayne, Florida

RFP No. 2020-35 Website Redesign



Prepared by Thomas J. Jean -  
[Thomas.Jean@revize.com](mailto:Thomas.Jean@revize.com)

Ph: 248-269-9263 x16 Fax: 866-346-8880

[www.revize.com](http://www.revize.com) February 4<sup>th</sup>, 2019

# Table of Contents

<b>Response Checklist</b>	<b>5</b>
<b>Company Qualifications</b>	<b>6</b>
<b>Personnel Qualifications</b>	<b>10</b>
<b>Proposed Scope of Services</b>	<b>17</b>
<b>Project Phases</b>	<b>17</b>
<b>Revize Website Scope of Work: Key Biscayne, Florida</b>	<b>17</b>
<b>Project Schedule</b>	<b>22</b>
<b>Project Timeline</b>	<b>22</b>
<b>Insurance</b>	<b>23</b>
<b>Litigation Statement</b>	<b>24</b>
<b>Client References</b>	<b>25</b>
<b>Addendum Acknowledgment</b>	<b>26</b>
<b>Revize Clients!</b>	<b>28</b>
<b>Executive Summary</b>	<b>29</b>
<b>Government Project Experience</b>	<b>33</b>

## Letter of Intent

Dear Village of Key Biscayne,

Thank you for considering Revize as your web development partner. For nearly two decades, Revize has been a leader in providing high quality, government-compliant web solutions. A myriad of industry awards and hundreds of satisfied clients stand as testament to the quality and value of our work.

Visitors are drawn to websites that are appealing yet functional, user friendly with a plethora of services, and accessible on a wide range of devices. A Revize website will allow your residents and businesses to easily fill out and submit documents, review and pay bills and taxes, perform searches to answer frequently asked questions and perform a suite of other tasks that would otherwise require staff assistance. What's more, a Revize website will enable you to increase staff productivity and decrease costs by reducing off-line departmental operations.

Some of our great clients in include:

- Anna Maria, FL [www.cityofannamaria.com](http://www.cityofannamaria.com)
- Cape Coral, FL [www.capecoral.net](http://www.capecoral.net)
- Dade City, FL [www.dadecityfl.com](http://www.dadecityfl.com)
- City of Largo, FL [www.largo.com](http://www.largo.com) ← Award Winning Site
- City of Logan, UT [www.loganutah.org](http://www.loganutah.org)
- The City of Seguin, TX [www.seguintexas.gov](http://www.seguintexas.gov)
- Flagler County, FL [www.flaglercounty.org](http://www.flaglercounty.org) ← Award Winning Site
- The City of St. Petersburg, FL [www.stpete.org](http://www.stpete.org)
- The City of Cedar Rapids, IA [www.cedar-rapids.org](http://www.cedar-rapids.org)
- And Many More!

We will work closely with you to design and develop a dynamic, functional and easy to navigate website that will perfectly fit your community. Then we empower you to control your digital presence with the industry's best administrative management applications. Revize training ensures that your team has the skills needed to expertly update and manage website content and delivery.



**Government clients select Revize because we can help them**

- Effectively engage residents.
- Enhance their web presence and build an online communications center.
- Empower non-technical web content editors and administrators to easily execute changes.
- Implement a scalable solution that allows them to affordably grow their web presence for the long term.

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“Revize Websites build engagement  
with your constituents.”

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We have worked hard to establish a reputation for creating online community websites that engage, inform, and increase participation of your community. With our help, your community's website can serve your residents better, inspire them more, and get them actively involved in your government.

Please contact me if you have any questions at all.

Sincerely,

*Thomas J. Jean*

Thomas J. Jean  
Project Manager  
248-269-9263 x16  
[Thomas.Jean@revize.com](mailto:Thomas.Jean@revize.com)

# Response Checklist

Form RC

**RESPONSE CHECKLIST**

- ☒ Cover Page
- ☒ Table of Contents
- ☒ Letter of Intent
- ☒ Form RC: Response Checklist
- ☒ Form CQQ: Company Qualifications Questionnaire
- ☒ Form CR: Client References
- ☒ List of Past Clients
- ☒ Relevant Business Licenses
- ☒ State Corporate or other proof of authorization to do business in Florida
- ☒ Form KS: Key Staff
- ☒ Organization Chart
- ☒ One-Page Resumes for Key Staff
- ☒ Proposed Scope of Services
- ☒ Project Schedule
- ☒ Insurance Certificates
- ☒ Form DO: Dispute Disclosure
- ☒ Form AA: Addendum Acknowledgment
- ☒ Form COA: Certificate of Authority
- ☒ Form CD: Company Declaration
- ☒ Form SEA: Single Execution Affidavit
- ☒ Form PP: Price Proposal
- ☒ Form PP(A): Task and Unit Fee Schedule

Form RC

# Company Qualifications



Form CQQ

## VILLAGE OF KEY BISCAIYNE

### Company Qualification Questionnaire

Some responses may require the inclusion of separate attachments. Separate attachments should be as concise as possible, while including the requested information. In no event should the total page count of all attachments to this Form exceed five (5) pages. Some information may not be applicable, in such instances insert "N/A".

1. How many years has your company been in business under its current name and ownership?  
20 Years

a. Professional Licenses/Certifications (include name and license #)\* Issuance Date

Michigan Certificate of Good Business Standing - #19116681740 05/18/2006

(\*include active certifications of small or disadvantaged business & name of certifying entity)

2. Type of Company: ☐ Individual ☐ Partnership ☒ Corporation ☐ LLC ☐ Other

If other, please describe the type of company: \_\_\_\_\_

a. FEIN/EIN Number: 20-5000179

b. Dept. of Business Professional Regulation Category (DBPR): \_\_\_\_\_

i. Date Licensed by DBPR: \_\_\_\_\_

ii. License Number: \_\_\_\_\_

c. Date registered to conduct business in the State of Florida: \_\_\_\_\_

i. Date filed: 03/22/2019

ii. Document Number: M19000002850

d. Primary Office Location: 150 Kirts Blvd. Troy, MI 48064

e. What is your primary business? Website Design and Development with CMS for Cities and Counties across the United States  
 (This answer should be specific)



Form CQQ

## VILLAGE OF KEY BISCAINE

### f. Name and Licenses of any prior companies

Name of Company	License Name & No.	Issuance Date

### 3. Company Ownership

#### a. Identify all owners or partners of the company: (Attach additional pages if necessary)

Name	Title	% of ownership
Akshaya Ray	Chief Technology Officer/Owner	100%

#### b. Is any owner identified above an owner in another company? ☐ Yes ☒ No

If yes, identify the name of the owner, other company names, and % ownership

#### c. Identify all individuals authorized to sign for the company, indicating the level of their signing authority (use additional pages/attachments if necessary)

Name	Title	Signatory Authority (All, Cost Up to \$Amount, No-Cost, Other)
Akshaya Ray	Chief Technology Officer/Owner	All
Joseph Nigrant	Business Development Director	All
Thomas Jean	Program Manager	Cost Quotes and Client Contracts



## VILLAGE OF KEY BISCLAYNE

Form CQQ

### 4. Employee Information

- a. Total No. of Employees: -40
- b. Total No. of Managerial/Admin. Employees: =4
- c. Total No. of Trades Employees by Trade (Ex: 20 Electricians, 5 Laborers, 2 Mechanics, etc.):
- 30 Web Designers/Developers
- 5 Project Managers/Trainers
- 5 Admin and Support Staff

### 5. Recent Contracts

- a. Identify the five (5) most recent contracts in which your company has provided services to other public entities. Include the Owner's name and contact person.

Nearly 100% of Revize's clients are public entities. Some of our most recent contracts include

La Plata County, Colorado - Megan Graham, Clark County, NV - April Houston, Adrian, MI - Michelle Dewey

Manassas, VA - Petty Prince, Franklin, IL - Jeff Cook

PLEASE NOTE: These projects are not complete and, therefore, are still using their old websites that were not developed by Revize.

### 6. Insurance Information:

- a. Insurance Carrier name & address.

Insurco Insurance Agency - 5600 W. Maple Rd. West Bloomfield, MI 48322

- b. Insurance Contact Name, telephone, & e-mail:

Ivan Kilano - (248) 862-2127

- c. Number of Insurance Claims paid out in last 5 years & value: \_\_\_\_\_

The applicant is unaware of any insurance claim paid out in the last 5 years.



Form CQQ

## VILLAGE OF KEY BISCAYNE

7. In the space below, describe any other experience, not covered by any of the stated submittal requirements of the RFP, related to the Services to be performed under the Contract that Proposer believes is unique to its organization and would benefit the Village.

Thank you for considering Revize as your web development partner. Revize has built websites for hundreds of municipalities across The United States. With us, you will get all of the features that you have come to expect from a modern government website. But, where Revize sets itself apart, is in taking the next step beyond your expectations.

First, we will tailor the entire project to the unique needs of your community. Rather than using a cookie cutter approach, we will use data and research to drive the project plan. It all starts with our project planning and analysis. That process will include in-person stakeholder meetings with employees and residents. We will also implement heat mapping technology to map out where your users are spending most of their time and why. Along with online surveys and your previous analytics, this information is put together in a written report for your review with our initial wireframe designs. The wireframes will include custom designs for each department. So the data will drive our project process.

Beyond that, we do not use the "off the shelf" only approach. While we certainly will implement many "off the shelf" features, they may not stay that way for long. Built into our process is a portion of the project where you can request changes to those features. So instead of you changing for us, we change for you. That isn't it however. On top of that, we also build in custom features. These are features that are likely something that is a unique need for you, but is not available off the shelf. We identify these features throughout the project, and build them into your site before go live.

Another area of distinction for Revize is post go live support. Rather than simply being available for bug fixes, Revize sees itself as your assistant web development team. Therefore, new graphics, photo editing, page template builds, and new features are included at no additional charge. We guarantee rolling updates throughout your relationship with Revize and redesign your website in year 4. We also hold periodic webinars and perform scheduled accessibility audits on your website throughout the year.

Overall, this is much more than a simple website build. It is an ongoing partnership that aims to make your website the best it can be throughout the relationship, not just at go-live.

By signing below, Proposer certifies that the information contained herein is complete and accurate to the best of Proposer's knowledge.

By: \_\_\_\_\_

Signature of Authorized Officer

2-4-2020

Date

Thomas Jean

Printed Name

# Personnel Qualifications

1. Proposer shall complete the following chart with its proposed Key Staff. If additional space is required, use a duplicate page and attach to this form.

Name	Job Title	Company	Years of Experience	Years with Proposer	Licenses & Certifications
Akshaya Ray	Chief Technology Officer	Revize	≈20	14	MS Engineering Science
Denise Brazier	Lead Trainer/Project Coordinator	Revize	≈30	8	MS Art of Education
Joseph Nagrant	Business Development Director	Revize	29	12	MS Business
Thomas Jean	Project Manager	Revize	6	6	BA Political Science
Nasryn Abou-Arabi	Lead Designer	Revize	6	3	BA Graphic Design
Samir Alley	Creative Director	Revize	12	10	CSS, Photoshop, Illustrator, SEO, PHP, HTML5, MySQL
Derek Ortiz	Developer	Revize	4	4	BS
Alec Armstrong	Developer	Revize	6	3	Self-Taught Developer
Jaime Phy	Developer	Revize	5	2	Self-Taught Developer

2. In the space below, explain the Proposer's ability and resources to substitute personnel with equal or higher qualifications than the Key Staff they will substitute for, where substitution is required due to attrition, turnover, or specific request from the Village.

Revize understands the importance of having a talented and experienced staff. We are proud of our well-respected team of top notch experts in the field of government website design, development, analysis, content management, training and support. The present workload of the proposed project team is sufficient to allow us to meet your proposed timeline. Some team members are involved only at certain phases where their expertise allows them to efficiently complete your phase of the project. You will have many Revize team members with you on the project from beginning to end. That includes the project manager, project coordinator, CTO, lead designer, and lead developer among others. Revize will provide weekly updates to your team to ensure transparent communication and adherence to our proposed timeline.

3. In chart below, provide the requested information for each Key Staff member's engagement commitments that will exist concurrently with the Village's Project

Name	Area of Responsibility	Commitment Hours	Client	Period of Engagement

a. While most of our staff will be working on other projects while working on yours, most will be dedicated at their particular phase of your project. This excludes project managers and design team staff. We do not believe we can complete the chart below with any level of accuracy. However, we can commit to the Village that we do not take on any project that we believe we are not one of, if not the most, qualified vendor to meet your projects' needs.

By signing below, Proposer certifies that the information contained herein is complete and accurate to the best of Proposer's knowledge.

By: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
Printed Name



# Revize Project Team

Revize understands the importance of having a talented and experienced staff. We are proud of our well-respected team of top notch experts in the field of government website design, development, analysis, content management, training and support. From the first creative concepts through to the design phases, and from site launch to training of personnel and continued support of your website project, we have the right group of seasoned professionals to work with you through the website process and beyond. We are pleased to introduce them:

## Thomas Jean

Project Manager

As a project manager, Thomas has brought to Revize a very special skill set. Not only does he manage some of our highest priority projects, he is also a genuine subject matter expert when it comes to the inner workings of government. As an elected Township Trustee in a Michigan Township, he knows the advantages that come with modernizing the way government does business. Additionally, he serves as President of a registered 501c3 non-profit organization, Genesee Forward, that promotes community development. With his unique background and education from one of the nation's top universities, Thomas is uniquely experienced to give an honest and accurate assessment of your community's website needs.

- **Philosophy:** Learn as much as possible about our clients and use that knowledge to help build an amazing website.
- **Education:** BA degree in Political Science from University of Michigan;
- **Expertise:** Government procedure, special projects, public affairs, community development.
- **Role on your website project:** Project Manager

**Joseph J Nagrant**

Business Development Director

Joseph is an accomplished professional internet and website design consultant with more than 20 years of successful business development and account management leadership experience. He has worked with well over 400 townships, cities, counties, educational institutions, companies, and non-profit organizations. He's a foremost expert in translating technical solutions into compelling living websites and other online community building opportunities. Additionally, he is a board member for Mott Community College (Flint, MI) MTEC Center, IT Advisory Council, Education Advisory Group. He also participates in many government discussions regarding the Internet for government use, including being a frequent guest on WDET (NPR) public radio and in The Detroit News. He has an excellent reputation for building and sustaining effective, long lasting client relationships.

- **Philosophy:** "Put yourself in the client's shoes and do what is best for them."
- **Education:** BS in Electrical Engineering, Lawrence Tech University, MS in Business, Central Michigan University.
- **Expertise:** 29+ years of project, sales and marketing experience with government, education, corporate, and non-profit organizations.
- **Role on your website project:** Supervisor of account management between client and project team.

## Ray Akshaya

Technical Director

Ray has 20+ years of extensive technical experience with internet and website solutions. He has worked on hundreds of government, non-profit and educational websites and has a keen eye for web visitor requirements, information architecture, and usability. He is also a long-time veteran of Revize Software Systems and our clients enjoy working with him. In his career, he has deployed and/or assisted with technical solutions for more than 500 websites. When working on a project, Ray always visualizes himself in the client's chair at the closing stages of the project and makes sure that all decisions made on a project are in alignment with the client's vision and best practices for developing the system.

- **Philosophy:** "Work Hard, Help People and Live Honest."
- **Education:** MS in Engineering Science, Louisiana State University, Baton Rouge
- **Expertise:** Client Management, Project Management, Technology Development for CMS & Web Apps
- **Role on your website project:** Technical Director

## Samir Alley

Creative Director

Samir has more than a decade of experience in managing web site design projects. He has deployed 360+ municipal websites and has a solid background in web design and the latest web technologies. Formerly with Google, Samir is a leader equipped to handle any kind of sophisticated web project. He is an exceptional communicator with an innate listening skill that gives him the ability to understand and deploy a client's unspoken needs. Samir's blend of creativity, proficiency, and technical knowledge is unsurpassed in the industry.

- **Philosophy:** "Empathy, Focus, and... Impute"
- **Expertise:** Web Project Management - Adobe Design Premium CS5.5: Photoshop, Illustrator, InDesign, Flash, DreamWeaver, Fireworks, HTML, CSS, CSS3, SEO, PHP, JavaScript, MySQL, JQuery and HTML5.
- **Role on your website project:** Graphic design of website and backup support.

## Denise Brazier

Project Manager/Trainer

Denise is an educator by nature. Her 20 years of experience in the public school system has made her a master of engaging participants during training. She effortlessly builds effective relationships with all clients. Denise has served as Advisory Counselor, Coordinator, Publicity Director, and Project Manager for several organizations in the education, non-profit and public sectors. She has been appointed to the state's quality committee evaluating organizational policies and procedures for recognition.

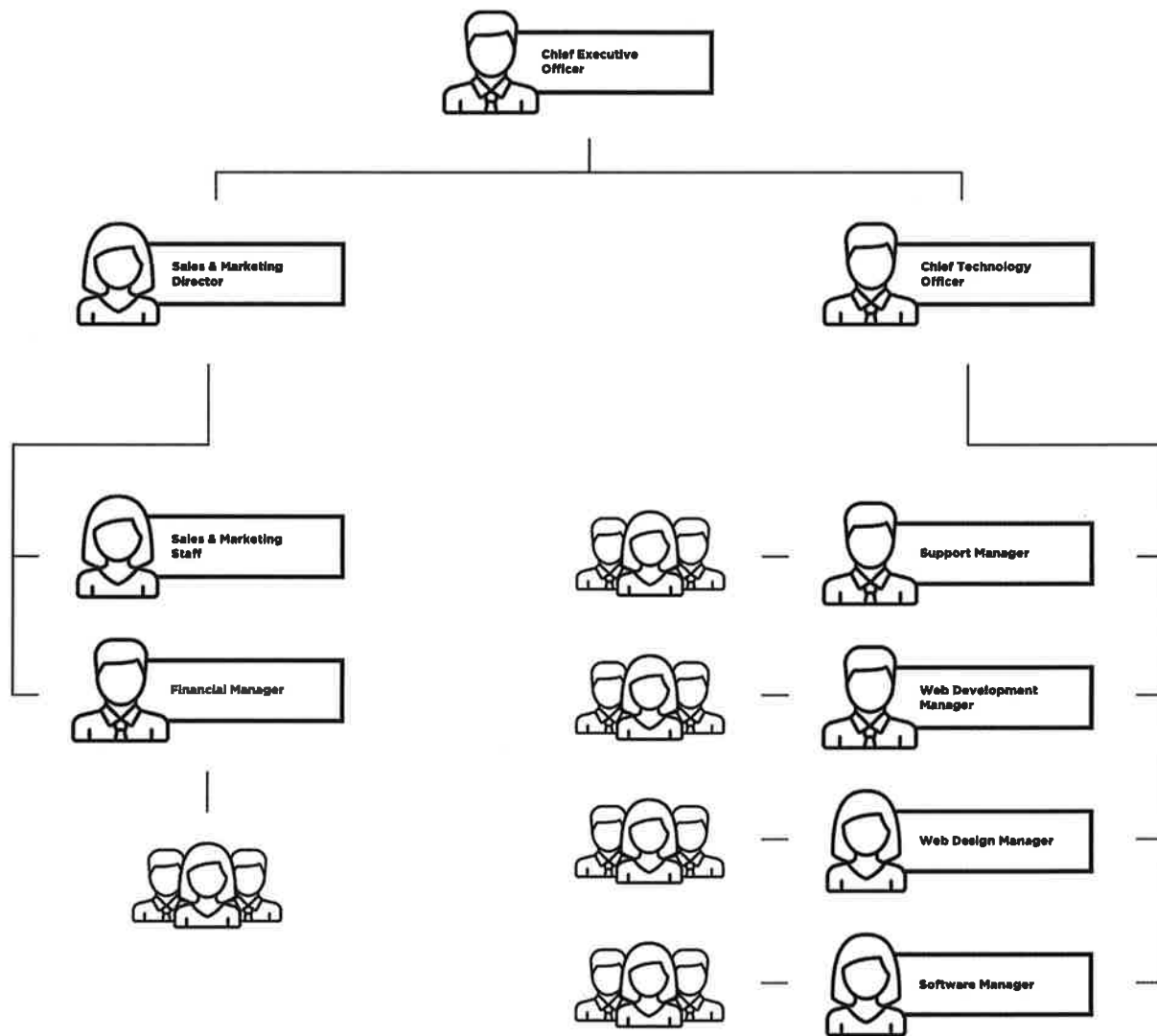
- **Philosophy:** "Always explain things in the terms of your audience to ensure their understanding"
- **Education & Training:** MS in the Art of Education from Marygrove College. Certification in Secondary Education
- **Expertise:** Training, education, teaching, public affairs and project management.
- **Role on your website project:** Trainer for the Content Management toolset and project manager



### Did you know?

Revize will put together a project team based on the unique needs of your project!

# Revize Organization Chart



# Proposed Scope of Services

## Project Phases

### Revize Website Scope of Work: Key Biscayne, Florida

#### Phase 1: Kickoff Meeting and Discovery (project planning/analysis)

**Revize:**

- Revize will conduct in-person kickoff meeting with the client. (Sample schedule to be provided by Revize.)
- Sample sitemap provided by Revize and site mapping process overview
- Online survey creation and launch. Results will be analyzed and reported.
- After meeting, Revize will provide a detailed project plan that assesses key findings and details.
- Revize will facilitate a follow-up meeting to review project plan and custom functionality needs via web/phone conference

**Client:**

- Before kickoff meeting client is required to register in Revize project portal, complete design questionnaire, upload at least 20 preliminary photos, and provide Revize with a kickoff meeting schedule.
- Client representative will be asked to participate in a follow-up meeting to review the project plan

## Revize Website Scope of Work: Key Biscayne, Florida

### Phase 2: Design Mockups/Wireframes

#### Revize:

- Within (5) five weeks of the kick-off meeting Revize will provide at least (1) one custom homepage mockup and up to (3) three basic interior page mockups.
- Revize will provide a unique department microsite mockups.
- As deemed appropriate by Revize, additional wireframes may be delivered to provide a view of custom functionality or other areas of the site that are of particular importance. (Intended to focus development efforts later in the project.)
- Revize will provide revisions to each mockup based on the feedback received from the client.
- There will be no limit to the amount of revisions Revize will provide to each mockup.
- Web/phone meetings may be necessary between each round of mockups/wireframes

#### Client:

- Within (10) ten business days of acceptance of the first mockup, the client shall provide design feedback/change requests to Revize through the customer portal in a single list. Feedback should be what the client website committee agrees to together. Any lists that have requests that compete with one another may result in delays.
- Revize will return an updated mockup based on that feedback to the client. Delivery time is dependent upon amount and specifics of feedback. Large lists of feedback may take longer. Depending on the number of rounds, this process can cause delays to the timeline.
- When the client considers the mockups final, they will indicate their approval in the Revize project portal
- Based on previous sitemap process overview, Client will decide whether they would like to create a sitemap or whether they would like Revize to create the sitemap. The sitemap should be provided in an excel or word format. Existing pages that client wants to be rebuilt in the new site should be linked with the correct URL and any notes for functionality of the new page. New pages should include a page name and brief description of the page functionality (e.g., freeform page style, staff directory, document center, etc.)

**(Next steps cannot begin until main client homepage mockup is approved.)**

**Phase 3 begins on next page**

## Revize Website Scope of Work: Key Biscayne, Florida

### Phase 3 and 4: Revize Template Development & CMS Integration

**Revize:**

- Mockups will be developed into HTML pages making them clickable and resizable.
- Following HTML Development, Revize will add in the Revize Content Management System which makes the website easily editable.
- Integration of any 3<sup>rd</sup> party software will begin during this phase

**Client:**

- There are zero major tasks assigned to the client at this stage of the project. But, this is an ideal point of the project to be working on a final sitemap and begin writing any new content. Content can be written in MS-Word and provided to Revize. Or, added by the client directly into the beta website after phase 7.

### Phase 5 & 6: Quality Assurance, Accessibility, & Custom Development

**Revize:**

- Revize will review all developed assets for functionality. The development team will review functionality, style sheet, and formatting checking for errors and verifying that site matches approved design mockups.
- Any custom needs identified earlier in the project will be executed during this phase and tested for quality assurance.
- ADA programming and beta site review with the client

**Client:**

- Much like phase 4, phase 5 does not require much involvement by the client. However, Revize may request an online web meeting to discuss the progress of particular custom development.
- The client may also be asked to review/approve changes that are suggested by Revize for accessibility reasons

**Phase 7 begins on next page**



## Revize Website Scope of Work: Key Biscayne, Florida

### Phase 7: Site Map Development and Content Migration

**Revize:**

- Revize will deliver a suggested sitemap, in Excel format, for the website prior to this phase (Unless the client has chosen to create their sitemap). Client and Revize will review and provide updated versions for approval. Pages will be built out one-by-one according to this previously approved sitemap architecture. Pages that are not linked in the sitemap will be created as blank pages.
- Migration includes up to all webpages, documents, and new content up to the relevant amount on the current website.

**Client:**

- To avoid delays, the client should plan to approve a sitemap before this phase.
- Any new content that the client would like Revize to add into the website should be provided either directly from the old website, or in an MS-Word like format. Otherwise, the client will have the ability to add new content before go live.
- After migration, the beta site will be provided with built out pages and content for review.

## Revize Website Scope of Work: Key Biscayne, Florida

### Phase 8: Core Content Editing Training, Beta Site Review, Full Staff Training, and Go Live

#### Revize:

- Revize will conduct a review of the beta site followed by a core team training (smaller group).
- After the beta site review, the client may request tweaks to the functionality of the website.
- Revize will conduct a separate full staff training for all CMS editors on-site in a classroom style setting.
- The training schedule will include editor training, and administrator training with a question and answer period.
- Results of the user experience testing will be provided to the client for review.
- Any change requests will be reviewed by Revize for feasibility and scope conformance before they are completed.
- Revize will conduct meeting with client IT department before go live to discuss the process and establish pre-go-live checklist (e.g. SSL certificates, redirects, subdomains, etc.)
- Retraining is available anytime after Go Live.

#### Client:

- Through the project portal, the client should provide a date and time to conduct beta site review and training.
- After training, the client will complete any final content polishing. This may include adding in different header photos, post migration content, or basic tweaks.
- The client may also request functional tweaks to the site based on their review or results of UX testing
- The client should provide a list of pre-go-live questions to Revize for review and discussion.
- When ready for the site to be pushed live, the client will make a request in the project portal at least 48 hours before desired go-live time. Revize will provide the go-live instructions before that time.

# Project Schedule

## Project Timeline

Phase	Duration
Phase 1: Kickoff Meeting and Discovery (project planning/analysis)	3 Weeks
Phase 2: Design Mockups/Wireframes	5 Weeks
Phase 3 and 4: Revize Template Development & CMS Integration	4 Weeks
Phase 5 & 6: Quality Assurance, Accessibility, & Custom Development	3 Weeks
Phase 7: Site Map Development and Content Migration	2 Weeks
Phase 8: Core Content Editing Training, Beta Site Review, Full Staff Training, and Go Live	3 Weeks
Go-Live (Average) 16-21 Weeks	



### Did you know?

The project planning process is designed to fit your needs. We will adapt our timeline if your schedule requires.

# Insurance

If Revize does not already maintain the required coverages, Revize will secure and maintain the required insurance coverages listed in the RFP upon award.

# Litigation Statement

## FORM DD DISPUTE DISCLOSURE

Answer the following questions by placing an "X" after "Yes" or "No". If you answer "Yes", please explain on a separate sheet attached to this form.

Has your firm or any of its officers, received a reprimand of any nature or been suspended by the Department of Professional Regulations or any other regulatory agency or professional associations within the last five (5) years? ☐ YES ☒ NO X

1. Has your firm, or any member of your firm, been declared in default, terminated or removed from a contract or job related to the services your firm provides in the regular course of business within the last five (5) years? ☐ YES ☒ NO X

2. Has your firm had against it or filed any requests for equitable adjustment, contract claims, Bid protests, or litigation in the past five (5) years that is related to the services your firm provides in the regular course of business? ☐ YES ☒ NO X

If yes, state the nature of the request for equitable adjustment, contract claim, litigation, or protest, and state a brief description of the case, the outcome or status of the suit and the monetary amounts of extended contract time involved.

3. Has your firm or any of its officers, been under investigation, charged, or convicted by any law enforcement agency or public entity for violations of the law, other than traffic violations? ☐ YES ☒ NO X

4. Has your firm, or any of its principals, failed to qualify as a responsible Proposer/Bidder on any solicitation in the past five (5) years? ☐ YES X ☒ NO

Revize bids on hundreds of website projects each year. Municipalities have sometimes deemed us non-responsive due to formatting issues with the proposal or delivery issues. This is common with nearly any vendor in the government website industry and not unique to Revize.

6. Has your firm, or any of its principals, declared bankruptcy or reorganized under Chapter 11?

☐ YES ☒ NO

I hereby certify that all statements made are true and agree and understand that any misstatement or misrepresentation or falsification of facts shall be cause for forfeiture of rights for further consideration of this Proposal/Bid for the Village of Key Biscayne. **To the best of our knowledge no litigation or regulatory action has been filed against Revize in the last 3 years.**

Firm: Revize Government Websites

Authorized Signature: \_\_\_\_\_

Print or Type Name: Akshaya Ray

Title: Chief Technology Officer

Date: 2/6/2020

# Client References

**Client: City of Wylie, TX***Craig Kelly, Public Information Officer*

Office: (972) 516-6016

Email: [craig.kelly@wylietexas.gov](mailto:craig.kelly@wylietexas.gov)Website: [www.ci.wylie.tx.us](http://www.ci.wylie.tx.us)**Client: Tipton County, TN***Shawn Anderson, GIS Director*

Phone: (901) 476-0234

Email: [sanderson@tiptonco.com](mailto:sanderson@tiptonco.com)Website: [www.tiptonco.com](http://www.tiptonco.com)**Client: Flagler County, FL***Julie Murphy, Public Information Officer*

Phone: (386) 313-4039

Email: [JMurphy@FlaglerCounty.org](mailto:JMurphy@FlaglerCounty.org)Website: [www.FlaglerCounty.org](http://www.FlaglerCounty.org)**Client: City of Acworth, GA***Keith Wilson, IT Manager*

Office: (770) 974-8844

Email: [kwilson@acworth.org](mailto:kwilson@acworth.org)Website: [www.acworth.org](http://www.acworth.org)**Client: City of Arcadia, CA***Michael Bruckner, Assistant to the City Manager*

Office: (626) 574-5433

Email: [mbruckner@ArcadiaCA.gov](mailto:mbruckner@ArcadiaCA.gov)Website: [www.arcadiaca.gov](http://www.arcadiaca.gov)

# Addendum Acknowledgment

**Solicitation Title:** Website Redesign

**Solicitation No.:** 2020-35

Listed below are the dates of issue for each Addendum received in connection with this Solicitation:

Addendum No. 1 Dated 1/10/2020

Addendum No. 2 Dated 1/15/2020

Addendum No. 3 Dated 1/21/2020

Addendum No. 4 Dated 1/30/2020

Addendum No. \_\_\_\_\_, Dated \_\_\_\_\_

Addendum No. \_\_\_\_\_, Dated \_\_\_\_\_

Addendum No. \_\_\_\_\_, Dated \_\_\_\_\_

Addendum No. \_\_\_\_\_, Dated \_\_\_\_\_

Addendum No. \_\_\_\_\_, Dated \_\_\_\_\_

Addendum No. \_\_\_\_\_, Dated \_\_\_\_\_

Addendum No. \_\_\_\_\_, Dated \_\_\_\_\_

☐ No Addendum issued for this Solicitation

Firm's Name: Revize Government Websites

Authorized Representative's Name: Thomas Jean

Title: Project Manager

Authorized Signature:

# Revize Support Includes

- 8 AM – 8PM EST Phone Support (Monday thru Friday)
- 24X7X365 Portal and Email Support
- Staff provides assistance and answers all questions
- Dedicated support staff
- New/existing user training
- Free Training Refreshers
- Video tutorials and online training manual
- Automatic integration of enhancements
- E-Newsletter Module support
- Automatic upgrade of CMS modules, such as Calendar, Document Center, etc.
- Four major CMS upgrades per year
- Software and modules upgrades (automatic install)
- Server hardware and OS upgrades
- Immediate bug fixes/patches
- Round the clock server monitoring
- Data Center Network upgrades
- Security and antivirus software upgrades
- Firewall and router upgrades
- Bandwidth and network infrastructure upgrades
- Remote backup of all website assets
- Tape backup of all website assets
- Quarterly Newsletters on major feature updates
- Regular webinars on CMS features and usage



## Did you know?

Revize updates your Content Management System an average of 4 times per year!



# Revize Clients!

- Arcadia, CA [www.arcadiaca.gov](http://www.arcadiaca.gov)
- Des Moines, IA [www.dsm.city](http://www.dsm.city)
- Gatlinburg, TN [www.gatlinburgtn.gov](http://www.gatlinburgtn.gov)
- Glencoe, IL [www.villageofglencoe.org](http://www.villageofglencoe.org)
- Largo, FL [www.largo.com](http://www.largo.com)
- Myrtle Beach, SC [www.cityofmyrtlebeach.com](http://www.cityofmyrtlebeach.com)
- New Bern, NC [www.newbern-nc.org](http://www.newbern-nc.org)
- New Brunswick, NJ [www.cityofnewbrunswick.org](http://www.cityofnewbrunswick.org)
- St. Petersburg, FL [www.stpete.org](http://www.stpete.org)
- Troy, MI [www.troymi.gov](http://www.troymi.gov)
- And Many More!

**Michael Bruckner, Assistant to the City Manager,  
City of Arcadia, CA**

“Revize has done it again! Another game changing, cutting edge website that moves the industry forward by connecting citizens to services in as few clicks as possible.”



# Executive Summary

Thank you for considering Revize Software Systems for your new website project. We understand the importance of this undertaking and know how motivated your government/community is to selecting the right vendor; one who will work with you through all the steps required to build the perfect website featuring a plethora of high quality online services that your constituents will want to use regularly. In more than two decades of working with government leaders, as well as through nationwide surveys, we have learned that the key to choosing a website vendor is finding the right balance between the total cost of the solution and the quality of the design, online apps and user functionality. In simpler terms, you need a solution that works for you and serves your constituents.

## About Us

With more than 1,500 government clients nationwide, Revize Software Systems is one of the industry's leading providers. We credit our rapid growth to our 20-year track record of building award-winning government websites and content management systems. When you work with Revize, you're not just a client, you become part of the Revize family and will receive the service and support you need and expect! We are among the most highly respected government website experts in the United States and we proudly stand by our work.

## Our Innovative Responsive Web Design (RWD) and Web Apps

Revize has been a pioneer in implementing the latest trends in design by using Responsive Web Design (RWD). This technology ensures that site visitors have an optimal viewing experience — easy reading and navigation with a minimum of resizing, panning, and scrolling — across a wide range of devices, from desktop monitors to mobile phones. RWD provides flexible and fluid website layouts that adapt to almost any screen. When you implement a dynamic new website powered by Revize, you will not only get an outstanding look, layout and navigation, but you also receive 24/7 access to our Government Communication Center for residents, business and visitors.

## Here you will find the communication tools you need such as

- Public Service Request App
- Calendar of Events
- E-Notification Modules
- On-Line Payment Portal
- Facilities Reservations
- News Center with Facebook/Twitter Integration
- Emergency Alerts
- Online Forms / Survey Tools
- E-Newsletter Applications
- Job Posting and Tracking Module
- Public Records Request Track

## Our Award-Winning Government CMS

Revize is renowned as a leader in providing practical, high-value, easy to use content management software Government CMS. This simple-to-use yet powerful solution enables clients to manage their online presence with high functionality and style. With applications such as an online document center, public service request app, public records request tracker, agendas and minutes, frequently asked questions and more, Revize ensures that our clients have the tools they need to make information and services available for website users at the click of a mouse.

## Quick Deployment, Personalized Training and Support

Revize addresses time concerns by completing websites in considerably less time than our competitors. And because our software is so easy to use, we are also able to effectively train our clients in less than half the time it takes our competitors. Our training program is customized based on each client's needs, and we provide hands on training the way you want it - either onsite or off site through web conferencing tools. We pride ourselves on the skills of our support staff, who are responsive,

knowledgeable and helpful. Our online support portal is available 24X7X365 for issue tracking and management. We also provide phone and email support during regular business hours.



### Did you know?

Our technical support staff are trained developers. When you call for tech support, you'll be speaking to staff with direct knowledge of development!

# Company Profile

**FOUNDED**

1995

**HEADQUARTERS**150 Kirts Blvd.  
Troy, MI 48084**PHONE**

248-269-9263

**WEB SITE**[www.revize.com](http://www.revize.com)

Revize Software Systems was founded in June, 1995 as a "new media" development company specializing in the creation of interactive web design, multimedia content delivered on CD-ROM, and video production. Since then, Revize has made an unsurpassed name for itself in the web/internet industry as THE master of government website design, which remains our specialty. We now boast more than 1200 clients in North America and have created acclaimed website designs for hundreds of municipalities and counties, as well as government departments and agencies. In September, 1996 as the Internet was becoming a world-wide reality, Revize began developing a Web Content Management System (CMS) for the government market to enable non-technical contributors to quickly and easily update content on their websites. The result was the creation of our state-of-the-art Revize Government CMS. Our mission has always been to enhance the communications of government organizations nationwide with their varied and valued audiences. This is based on our vision statement, which reads:

---

**“The empowerment of people  
through simplified information  
management technologies.”**

---

Focused exclusively on creative web design, government web apps and content management technologies, Revize continues to invest in its technology, continually adding new capabilities and features that manifest our vision. While many municipalities choose Revize to develop and cost-effectively manage their website

content, clients also use Revize as an information-sharing platform. Our suite of Revize Government web-based solutions has proven valuable as a powerful technology that empowers clients to build and maintain sophisticated web sites, all while using the Internet and internal Intranets/Extranets to acquire, analyze, process, summarize and share information – ensuring that the right people always have the right information at the right time.

---

“We are proud of our award winning web designs, technologies, continued innovations to build government centric modules and apps, web content management, training and support capabilities. We are especially proud of being recognized as one of the industry’s top government website experts and innovators. We are committed to pursuing the continued evolution of all our services to provide increased value to our government clients.”

---



**Did you know?**

Revize has won national awards for our websites!

# Government Project Experience

## The City of New Bern, North Carolina

[www.newbernnc.gov](http://www.newbernnc.gov)



### Details:

New Bern, North Carolina wanted a design unlike any City out there. With this design we pushed the limit of what people think when they see a City website. We integrated a drone video that plays on the full width homepage. In addition, this site features more scrolling than you may notice on more traditional websites. That is a good thing! Users are now, more than ever, viewing websites on their hand-held devices. Some estimates say this is as high as 60% of all internet usage! With more scrolling we are able to give the user a lot of information, without having to squeeze it into such a small space. We use images, icons, and interactive features to create an experience for the user. This type of design also allows us to extend the City's brand in a way that is unmatched in the industry!



## Tipton County, Tennessee

[www.tiptonco.com](http://www.tiptonco.com)

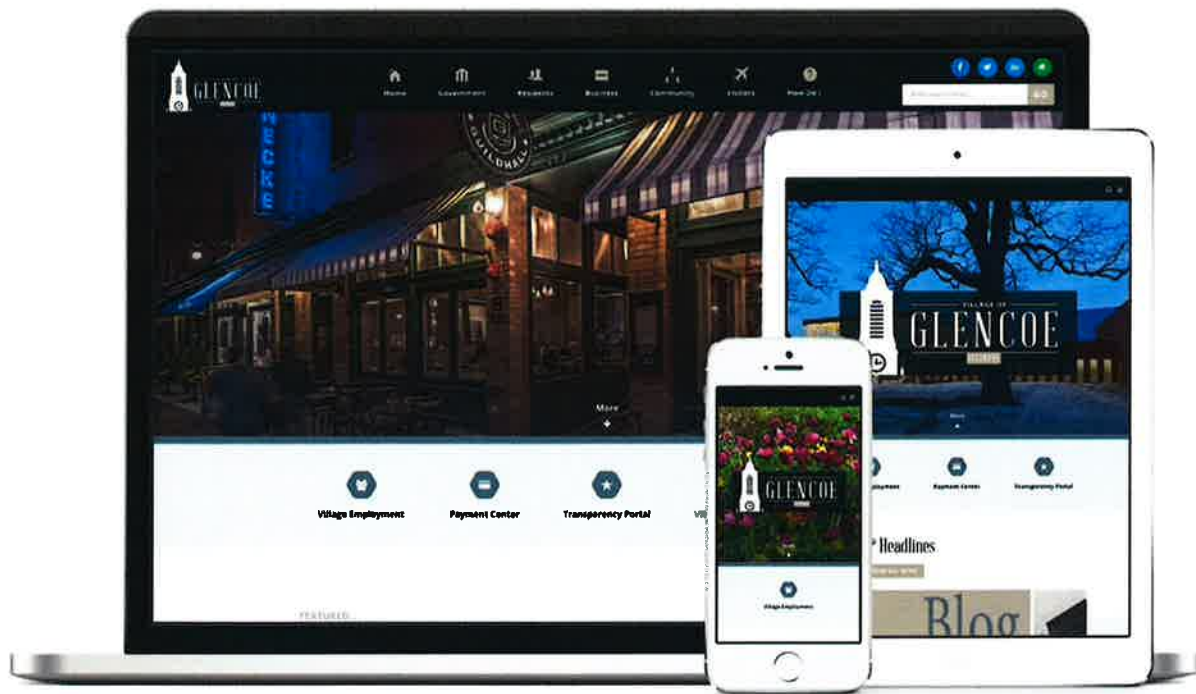


### Details:

Tipton County is located on the Mississippi River north of Memphis and is one of the fastest growing counties in the state. Because of this fact, the website needed to refocus its attention. In addition to resident services, this website has a focus on economic development. To achieve this, we started off by integrating a drone video. That video instantly showcases the growth in industry that Tipton is experiencing. As you scroll down the website, this business-friendly atmosphere is intertwined with resident engagement features. Each department has their own icon that is used to identify them uniquely. The interior pages have distinctive features that make them stand out as if they were stand-alone websites. With its service for residents and its appeal to the business community, this is the next generation of government websites.

## The Village of Glencoe, Illinois

[www.villageofglencoe.org](http://www.villageofglencoe.org)



### Details:

The Village of Glencoe is beautiful community on the shores of Lake Michigan just north of Chicago. This website brings together an amazing design with a full suite of web apps to engage Village residents. Smooth transitions from the home page to interior pages of this website allow users to find exactly what they are looking for easily. The Revize Public Service Request App, Village Manager's Blog, fillable online form database, and a high traffic featured news and headlines area round out this website!



## The City of St. Petersburg, Florida

[www.stpete.org](http://www.stpete.org)



### Details:

As Florida's 5<sup>th</sup> largest, St. Petersburg is an iconic City with something to offer everyone. Because St. Pete is a longtime Revize client, their team worked very closely with ours and actually provided their own design concepts. We did the integration/pre-launch work and their staff was with us every step of the way. Inner pages are flexible to allow departments to have dedicated pages with a cohesive feel across all pages. Social media feeds from Instagram, Flickr, Facebook, Twitter, and YouTube all on the homepage! St. Petersburg also uses the Revize API to develop their own templates. This website is an elite representation of the power and beauty of the Revize process.

## City of Des Moines, Iowa

[www.dsm.city](http://www.dsm.city)



### Details:

The City of Des Moines, Iowa came to Revize for a website that was completely different. Coming from an internally developed site, they wanted to work with a vendor that could lead them to a new way of interacting with their users. Page layouts were created to allow unique interaction with the City. This included board listings, Q&As, interactive park directories, plain language, and a resident focused navigation. We also incorporated some of their internal databases and features that had been built internally. This site improves the online experience for residents, business owners, and visitors!

## City of Largo, Florida

[www.largo.com](http://www.largo.com)

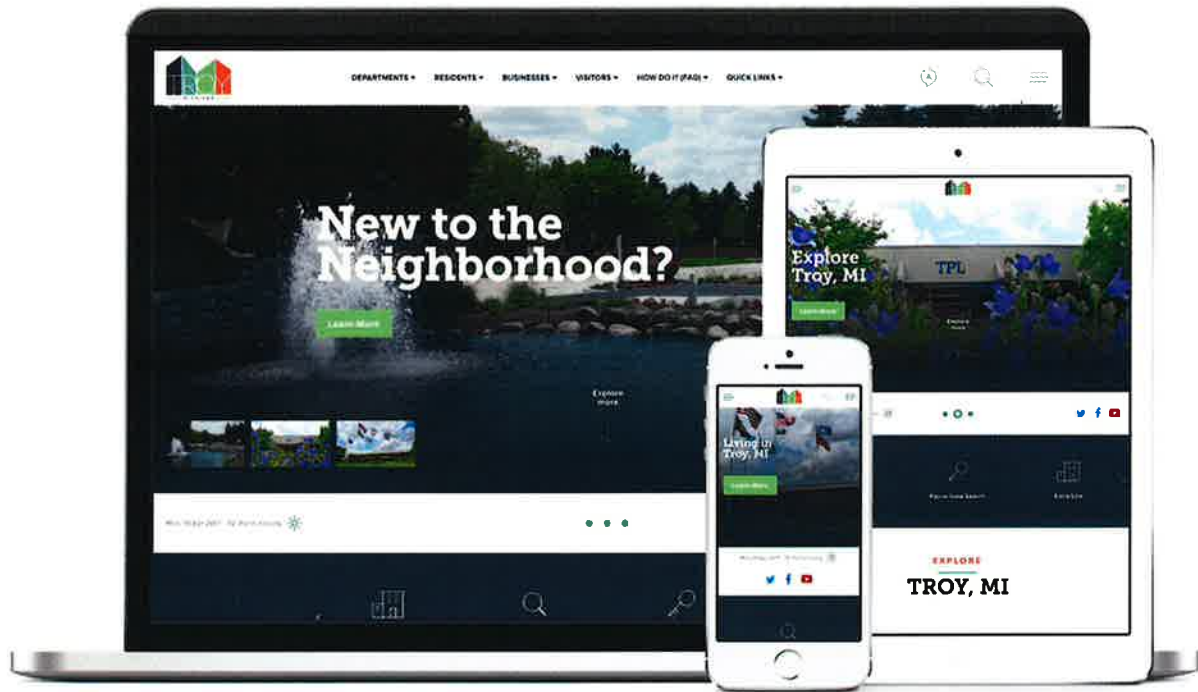


### Details:

Largo, Florida wanted a website like no other. Through a collaboration between the city marketing team and Revize, we were able to create this award winning website. Each page in this website was designed to uniquely fit the needs of the community. We also built unique designs for the city parks, library, and theater. The navigation within this site is built based on services rather than department silos. Overall this website brings together an amazing mix of design expertise and functional clarity to create a great user experience!

## The City of Troy, Michigan

[www.troymi.gov](http://www.troymi.gov)



### Details:

The City of Troy wanted a website to increase ease of communication to all of their audiences. In addition, the city has been experiencing an economic resurgence particularly in the technology sector. In fact, Revize headquarters are in the City of Troy! This project included custom designs for The City, Library, and Recreation Department. Integration with the City's existing 3<sup>rd</sup> party software was a major linchpin of this project. Included is a live-searchable "How Do I" section that narrows down results as the user is typing. This allows any user to easily find what they are looking for regardless of which department it exists under.

## The City of Burlingame, California



### Details:

The City of Burlingame came to Revize after a previous website redevelopment project was stalled. We were able to get their project started quickly and live within the proposed timeframe. In fact, it was three websites. One for the City, one for the Parks and Recreation Department, and one for the Library. Sites include specialized page types built specifically for the needs of each department.

Thank you  
For Considering Revize

Prepared by Thomas J. Jean  
150 Kirts Blvd. Troy, MI 48084  
Ph: 248-269-9263 x16 Fax: 866-346-8880  
[www.revize.com](http://www.revize.com)



## Revize Web Services Sales Agreement

This Sales Agreement is between The Village of Key Biscayne, Florida ("CLIENT") and Revize LLC, aka Revize Software Systems, ("Revize"). Federal Tax ID# 20-5000179 Date: 3-10-2020

<b>CLIENT INFORMATION:</b>		<b>REVIZE LLC:</b>
Company Name:	<u>Village of Key Biscayne</u>	Revize Software Systems
Company Address:	<u>88 West McIntyre Street, Ste 210</u>	150 Kirts Blvd.
Company City/State/Zip:	<u>Key Biscayne, FL 33149</u>	Troy, MI 48084
Contact Name:	<u>Thomas Fossler 954-632-9403</u>	248-269-9263
Billing Dept. Contact:	<u>tfossler@keybiscayne.fl.gov</u>	
CLIENT Website Address:	<u>www.keybiscayne.fl.gov</u>	

The CLIENT agrees to purchase the following products and services provided by REVIZE:

<u>Quantity</u>	<u>Description</u>	<u>Price</u>
1	Phase 1: Project Planning, Analysis, On-site Kickoff, Discovery, Custom Functionality Assessment, and Updated Project Plan, onetime fee:	\$4,500.00
1	<b>Phase 2 – Wireframe &amp; Design, onetime fee:</b> <ul style="list-style-type: none"> <li>1 Mockup with unlimited rounds of changes</li> <li>Home page and inner page design and layout</li> <li>Includes unique departmental design:</li> </ul>	\$9,500.00
1	<b>Phase 3 – HTML Template Development and CMS Integration, onetime fee:</b> <ul style="list-style-type: none"> <li>Set-up all CMS modules listed in this agreement</li> <li>Integration with all 3rd party web applications</li> </ul>	\$13,200.00
1	<b>Phase 4 – Quality Assurance, Accessibility (ADA), and Custom Development, onetime fee:</b>	\$5,200.00
1	<b>Phase 5 – Sitemap Development and Content Migration, onetime fee:</b> <ul style="list-style-type: none"> <li>Sitemap development and migration with spell checking and style corrections</li> <li>Not to exceed 1,750 pages and documents</li> <li>Client ability to add additional pages up to total site GB storage limit</li> <li>Agendas and Minutes will be housed within Villages 3<sup>rd</sup> party system and linked/embedded into the website. Videos from YouTube or non-Revize server</li> </ul>	\$6,500.00
1	<b>Phase 6 –Core Content Editor Training, Beta Site Review, Full Staff Training (Web Conference), Unlimited Retraining and Go Live, onetime fee:</b>	\$4,700.00
1	Revize Annual Software Subscription, Tech Support, CMS Updates, Website Hosting, Unlimited Users, 100GB website storage, 500GB/Month Bandwidth, SSL Certificate pre-paid annual fee:	\$5,900.00
1	<b>Grand Total First Year</b>	<b>\$49,500.00</b>

**Payment Schedule**

<b>Payment Amount</b>	<b>Payment Date</b>	<b>Includes</b>
\$ 5,900.00	3/30/2020	Year 1 of Annual Hosting & Maintenance
\$ 27,200.00	Net 30 Upon Completion	Phase 1, 2, and 3 Completion
\$ 16,400.00	Net 30 Upon Completion	Phase 4, 5, and 6 Completion
\$ 5,900.00	3/30/2021	Year 2 of Annual Hosting & Maintenance
\$ 5,900.00	3/30/2022	Year 3 of Annual Hosting & Maintenance
\$ 5,900.00	3/30/2023	Year 4 of Annual Hosting & Maintenance (Includes Free Redesign)



**Terms:**

1. Payments: All Invoices are due upon receipt. Work begins upon execution of this agreement.
2. Revize requires a check for \$5,900.00 on 3/30/2020 for the first year of annual support and hosting.
3. Project progress payments will be made according to payment schedule on page 2 of this agreement.
4. Additional content migration, if requested, is available for \$3 per web page or document.
5. Additional bandwidth is available at a rate of \$360 per year for each additional 50GB per month.
6. This agreement is the only legal document governing this sale & Proper jurisdiction and venue for any legal action or dispute relating to this Agreement shall be the State of Michigan.
7. Both parties must agree in writing to any changes or additions to this Sales Agreement.
8. CLIENT understands that project completion date is highly dependent on their timely communication with Revize. CLIENT also agrees and understands that;
  - a. The primary communication tool for this project and future tech support is the Revize customer portal found at <https://support.revize.com>.
  - b. During the project, CLIENT will respond to Revize inquiries within 48 hours of the request to avoid any delay in the project timeline.
  - c. CLIENT understands that project timelines will be delayed if they do not respond to Revize inquiries in a timely manner.
9. Revize will provide a free redesign of the website in year 4 of the agreement. This assumes the CLIENT agrees to 4 consecutive years of annual software subscription, tech support, CMS updates, and hosting.
10. CLIENT owns design, content, and will receive periodic updates to the CMS for the life of the contract.
11. Unless otherwise agreed, Revize does not migrate irrelevant records, calendar events, news items, bid results, low quality images, or data that can reasonably be considered non-conforming to new website layout.
12. Storage is limited only to relevant website data. Unreasonably large folders of documents or images are not permitted. Examples include, but are not limited to, plat/property maps, tax records, GIS data, etc.
13. After content migration, CLIENT is responsible for any additional content cleanup. This includes, but is not limited to, resizing photos, reformatting text, replacing photos/icons, consolidating unwanted content, adding future calendar events, and general prep of the site before go live. CLIENT will also have the ability to add new photos, content, and pages.

**AGREED TO BY:**

**CLIENT**

**REVIZE**

**Signature of Authorized Person:**

\_\_\_\_\_



**Name of Authorized Person:**

\_\_\_\_\_

**Thomas Jean**

**Title of Authorized Person**

\_\_\_\_\_

**Project Manager**

**Date:**

\_\_\_\_\_

**4/10/2020**

## **Revize will integrate the following web applications into your website**

### **Citizen's Communication Center Apps**

- Notification Center with Text/Email Alerts
- Bid Posting
- Document Center
- Email Notify
- FAQs
- Job Posting
- Multi use Business Directory
- News Center with Facebook/Twitter Integration
- Online Forms
- Photo Gallery
- Quick Link Buttons
- Revize Web Calendar
- "Share This" Social Media Flyout App
- Sliding Feature Bar
- Language Translator

### **Citizen's Engagement Center Apps**

- Citizen Request Center with Captcha
- Public Service Request
- Public Records Request App
- Citizen Connect (Community Blog)
- Online Bill Pay
- RSS Feed

### **Staff Productivity Apps**

- Agenda Posting Center
- Job Posting App
- Image Manager
- iCal Integration
- Intranet
- Link Checker
- Menu Manager
- Online Form Builder
- Staff Directory
- Website Content Archiving
- Website Content Scheduling

### **Site Administration and Security Features**

- Audit Trail
- Auto Site Map Generator
- History Log
- URL Redirect Setup
- Roles and Permission-based Security Mode
- Secure Site Gateway
- Unique Login/Password for each Content Editor
- Web Statistics and Analytics
- Workflows by Department

### **Mobile Device and Accessibility Features**

- Font Size Adjustment
- Alt-Tags
- Responsive Website Design (RWD)

## Service Level & CMS License Agreement

### 1.1 Statement of Intent

The aim of this agreement is to provide a basis for close co-operation between The Village of Key Biscayne, Florida (known in this agreement as *Client*) and *Revize Software Systems, LLC.*, for support services to be provided by *Revize Software Systems, LLC.* to *Client* and, thereby ensuring a timely and efficient support service is available to *Client* end users. The objectives of this agreement are detailed in Section 1.2.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

### 1.2 Objectives of Service Level Agreements

1. To create an environment which is conducive to a co-operative relationship between *Revize Software Systems, LLC.* and *Client* to ensure the effective support of end users
2. To document the responsibilities of all parties taking part in the Agreement
3. To ensure that *Client* achieves the provision of a high quality of service for end users with the full support of *Revize Software Systems, LLC.*
4. To define the commencement of the agreement, its initial term and the provision for reviews
5. To define in detail the service to be delivered by *Revize Software Systems, LLC.* and the level of service which can be expected by *Client*, thereby reducing the risk of misunderstandings
6. To detail via a question list, information *Revize Software Systems, LLC.* requires *Client* to extract from end users prior to *Revize Software Systems, LLC.* involvement
7. To institute a formal system of objective service level monitoring ensuring that reviews of the agreement are based on factual data
8. To provide a common understanding of service requirements/capabilities and of the principals involved in the measurement of service levels
9. To provide for all parties to the Service Level Agreement a single, easily referenced document which caters for all objectives as listed above

### 1.3 Period of Agreement

This agreement will commence on the date specified in this following the acceptance by both parties and will continue until terminated.

Either party hereto may terminate this Contract upon giving ten (30) days' written notice to the other in the event that such other party substantially fails to perform its material obligations set forth herein. This Contract may be terminated by the *Client* without cause upon thirty (30) days' written notice to the Professional. In the event of such a termination without cause, the *Client* shall pay the Professional for all services rendered prior to the termination, plus any reasonable expenses incurred and unpaid which would otherwise be payable hereunder. In such event, the Professional shall promptly submit to the *Client* its invoice for final payment.

## 1.4 Review Procedure

This agreement will be reviewed one year from the date of commencement, or at a mutually agreed date, by *Client* and Revize Software Systems, LLC.. The review will cover services provided, service levels and procedures. Changes to this agreement must be approved by both signatories.

## 1.5 Representatives

*Client* and Revize Software Systems, LLC. nominate the following representatives responsible for the monitoring and maintenance of the service agreement:

*Client:*

*Revize Software Systems, LLC.:*

*Joseph Nagrant –  
Business Development Director  
248-269-9263 ext.16*

## 1.6 Service Level Monitoring

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information can be provided to customers and support areas on the service provided.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by both *Client* and Revize Software Systems, LLC. This is in reference to the agreed upon 99.99% detailed in item 2.5 of this agreement. In the event of a discrepancy between actual and targeted service levels both *Client* and Revize Software Systems, LLC. are expected to identify and resolve the reason(s) for any discrepancies in close co-operation.

Service level monitoring will be performed by *Client*. If *Client* suspects that response times for faults do not adhere to expected response times in table 2.2 they should provide information to Revize in response to items in 4.2

Service level monitoring and reporting is performed on response times for faults, as specified in Section 3.4 of this agreement.

## 1.7 Complaints

All complaints relating to the operation of the help service, including:

- Expected level of support
- Actual support offered and delivered
- Personnel responsible for providing or administering support
- Any other issue relating to this document or the relationship between *Client* and Revize Software Systems, LLC.

## Client Responsibilities

### 2.1 Functional Overview

To provide a service for the registration, referral and resolution of all computer related faults and queries (supported products only) encountered by end users throughout the *Client*. This includes the following specific responsibilities:

- Provision of a main point of contact during *Client* business hours.
- Extracting information from end users as per *Revize Software Systems, LLC*. specified list of questions (detailed in section 4)
- Timely referral of faults to *Revize Software Systems, LLC*. as per method detailed in section 4
- Fault resolution monitoring, and production and distribution of Service Level Monitoring reports as and when required

### 2.2 Response Times

Table 2.2 shows the priority assigned to faults according to the perceived importance of the reported situation. The priority assignment is to refer to the initial telephone response to the client as per Section 2.3 of this document. The support level refers to the *Client* guide for support available as illustrated in Section 2.3 of this document.

**Table 2.2 - Response Priority**

	<b>Crisis</b>	<b>Urgent</b>	<b>Critical</b>	<b>Normal</b>	<b>Request For Service</b>
<b>Priority</b>	Immediate	Urgent	High	Normal	Normal
<b>Time for Response</b>	< 1 Hour	1 Hour	4-6 Hours	24 Hours	Dependent Upon Request
<b>Report Method</b>	Revize Live Phone Support 248-269-9263	Revize Customer Portal	Revize Customer Portal	Revize Customer Portal	Revize Customer Portal

## 2.3 Client Guide for Support (Report Method Details) – Fault Matrix

### **Crisis:**

- Crisis issues are issues that make your website completely inoperable. In this case you should call our tech support team immediately at 248-269-9263
- Example(s) include: Entire website not accessible from multiple devices/browsers

### **Urgent:**

- Urgent issues are issues that render your system partially inoperable. These requests can be submitted to our tech support team through phone or within our customer portal [www.support.revize.com](http://www.support.revize.com)
- Example(s) include: Partial portion of website not accessible from multiple devices/browsers, unapproved information on the website, or time sensitive information not available on live website.

### **Critical:**

- Critical Issues are issues that deny you the ability to perform a core function of the system. These requests should be submitted to the customer portal [www.support.revize.com](http://www.support.revize.com)
- Example(s) include: CMS not publishing to live site, perceived slow load time, content updates not appearing as intended in live site.

### **Normal:**

- Normal issues are issues that deny usability of limited functions of the system. These requests should be submitted to the customer portal [www.support.revize.com](http://www.support.revize.com)
- Example(s) include: General site irregularities, login issues, photo resizing, or image/graphic requests.

### **Request for Service:**

- Requests for service are completed with the mindset that we do not “nickel and dime” our clients. Your annual maintenance agreement includes requests for service that you and staff may not be able to do yourselves. These types of requests include new icons, graphics, buttons, photo editing, page types, and custom applications. Revize will add in these services with no charge up to a level of reasonability beyond what is included in your contract. These requests should be submitted to the customer portal [www.support.revize.com](http://www.support.revize.com). If there is no charge, Revize will complete the changes as requested. If there is any charge, we will respond to you with alternative free options or a quote for the additional work.

## 2.4 Priority Level Response/Resolution Times

Table 2.2 shows the required initial telephone/portal response times for the individual priority ratings. All times indicated represent telephone response time during specified working hours of 8 a.m. to 8 p.m. Eastern Time Monday to Friday, unless otherwise indicated in this document, or otherwise agreed upon by *Client* and *Revize Software Systems, LLC.*

The indicated response time represents the maximum delay between a fault/request being reported to the *Revize Software Systems, LLC.* and a *Revize Software Systems, LLC.* representative contacting the *Client* by telephone or through the customer portal. The purpose of this contact is to notify the client of the receipt of the fault/request from *Client* and provide the client with details of the proposed action to be taken in respect of the particular fault/request.

Due to the nature and variety of issues that could be reported by the client, resolution times vary dependent upon the issue itself. It is not uncommon for a perceived “quick fix” to take multiple working days, or a perceived long term request to be completed in a matter of hours. When possible, Revize will provide an estimated time of resolution upon initial report from the client. If, after further investigation, Revize determines the expected time to significantly change, Revize will contact the client to discuss the details and new suspected time frame

## 2.5 Website Application Availability Monitoring

Website application availability monitoring will be performed by *Client* using monitoring tool of their choice. If *Client* suspects that website availability exceeds the agreed upon threshold of 99.99% in any one month, they agree to immediately open a support ticket in the customer portal to notify *Revize Software Systems, LLC.* of the issue.

Upon resolution of downtime issue, if *Client* suspects the 99.99% threshold was exceeded, *Client* agrees to provide information to *Revize Software Systems, LLC.* which includes SCOM report and a written narrative describing any details of the perceived downtime issue. Upon *Revize Software Systems, LLC.* review and concurring thereof *Revize Software Systems, LLC.* customer will be eligible for a credit equal to the monthly portion of annual services fee as set forth in table 2.5 below. This credit would be applied to the next invoice due. The credit will not be provided if support ticket was not opened or for issues caused by *Client.*



## 2.5 Website Application Availability Credit Table

<b>Table 2.5 – Website Application Availability Credit Table</b> <b>Website Application Availability %</b>		Credit % for Monthly Portion of Annual Services Fee
From	To	
99.99%	99.50%	0%
99.49%	99.00%	10%
98.99%	95.00%	15%
94.49%	90.00%	50%
Less than 90.00%		100%

### **3. Revize Software Systems, LLC. Responsibilities**

#### **3.1 Functional Overview**

*Revize Software Systems, LLC.* is a provider of computing software maintenance service and support to the *Client*.

#### **3.2 Hours of Operation**

A *Revize Software Systems, LLC.* representative will be available to provide support functions between the hours of 8 a.m. and 8 p.m. Monday to Friday, public holidays excepted, unless alternative arrangements have been agreed to by *Client*. The Revize Customer portal is monitored 24 hours a day. Beyond the 8 a.m. to 8 p.m. EST Revize does not guarantee response times. Response times through the customer portal officially begin at 8 a.m. EST and end at 8 p.m. EST. However, *Revize Software Systems, LLC* does reserve the right to respond to requests outside of these hours.

#### **3.3 Response Times**

The *Revize Software Systems, LLC.* will accept the priority assigned to a fault by *Client*, as per Fault Matrix in 2.3 and Priority Assignment criteria in 4.1.

#### **3.4 Service Level Targets**

The *Revize Software Systems, LLC.* will respond within the time specified by the priority allocation. *Client* will issue reports as and when required to the *Revize Software Systems, LLC.* Support staff for the purpose of gauging *Revize Software Systems, LLC.* performance.

#### **3.4 Website Application Availability**

The *Revize Software Systems, LLC.* agrees to a live website availability threshold of 99.99% of the time in a calendar month. It is understood that *Revize Software Systems, LLC* will perform routine maintenance during non-peak hours as necessary that is not factored in as part of the availability threshold. Non-peak hours are from 2:00A.M. to 6:00A.M. Eastern Standard Time. Client may request other updates/features that necessitate downtime as well. *Revize Software Systems, LLC* will notify client when expected downtime is greater than 15 minutes.

## 4. Supported Products/ Applications/Systems

### 4.1 Software Support Services

#### Software Products Supported:

- Revize CMS
- Hosted Website
- Source Files
- All Included Revize Web Applications

#### Contact Details:

#### Live Phone Support:

248-269-9263

#### Customer Portal:

[www.support.revize.com](http://www.support.revize.com)

#### Email (Unofficial Channel):

[Support@revize.com](mailto:Support@revize.com)

#### Priority Assignment Criteria:

As assigned by the *Client* fault matrix in section 2.3 of this document. This response time is to indicate the initial telephone, email, or support portal response by *Revize Software Systems, LLC.*, as described in Section 2.4 of this document, to the client as detailed on the *Client* Fault Report Form.

#### Method of Fault Referral:

- Customer Portal transmission of *Client* Fault Report Form by *Client* staff to *Revize Software Systems, LLC.*  
At [support.revize.com](http://support.revize.com)
- Telephone contact by *Client* operator.

**4.2 Information to be provided by Client for Timely Response:**

- Complete description of issue
- Time estimate of when client started experiencing this issue
- Whether a change was requested recently in relation to this issue
- URL where issue is occurring (if applicable)
- Screenshot of this issue (optional)

**Method of Return of Resolved Faults:**

Immediately following actual resolution of each individual fault/request a *Revize Software Systems, LLC.* representative will notify *Client* by telephone, email, or customer portal of the completion of the fault/request. If applicable, within 48 hours of resolution *Revize Software Systems, LLC.* will provide *Client* with details of resolution.

**Other (Details):**

*Revize Software Systems, LLC.* maintains a real-time project support portal where fault issues can be reported by the *Client*. This portal can be found at [support.revize.com](http://support.revize.com) where a user name and password will be required. This project support portal will have an updated status of the completion progress of each issue as determined by *Revize*.

Although each issue is updated when key objectives are met, *Client* may request an update at any time. When *Client* has issues outstanding in this portal, they will check in at least once per week to answer any follow up questions from *Revize*. If there are no outstanding issues this is not required. For a general update request, *Client* will make request notating each outstanding fault they would like an update on. *Revize* will respond with details of current status and return the report to *Client* within 72 hours of receipt of the report.

## **5. Revize CMS License**

### **5.1 Enterprise Revize CMS License**

As part of this agreement Revize Software Systems, LLC. will provide to the CLIENT a full Enterprise Revize CMS Software license. This software is a proprietary software built and maintained by Revize Software Systems LLC. and is intended to allow for the CLIENT to easily update the content of their website. CLIENT agrees that this license will only be used to maintain the websites included in this agreement. Sharing of the content management system, by the CLIENT, with other entities not identified in this agreement is prohibited.

Revize will maintain, update, and host the Revize CMS during the contract period. In the event that the contract is terminated, for any reason, Revize will provide the latest version of the Revize CMS to the CLIENT. This system will then have the ability to be hosted and used by the CLIENT as long as they wish. Revize will provide reasonable support in transferring the CMS system to the CLIENT's decided upon hosting architecture.

#### **Products Provided to Client Include:**

- Revize CMS License
- Hosted Website
- Source Files
- All Included Revize Web Applications